



# **Solutions at WORK**

**...Finding Workers**

**August 2006**

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STATE OF HAWAII  
WORKFORCE DEVELOPMENT COUNCIL  
DEPARTMENT OF LABOR AND INDUSTRIAL  
RELATIONS  
830 Punchbowl Street, Room 417  
Honolulu, Hawaii 96813

August 2006

Dear Hawaii Employer:

Good employees are hard to find. The Workforce Development Council is pleased to provide you with the enclosed booklet to help you expand your labor options. For example, *Solutions at Work ... Finding Workers* provides information on:

- **Tax credits available when you hire from certain groups**
- **Free bonding for new hires who are ex-offenders**
- **New places to look for job seekers**
- **What employers say about their "non-traditional" workers**

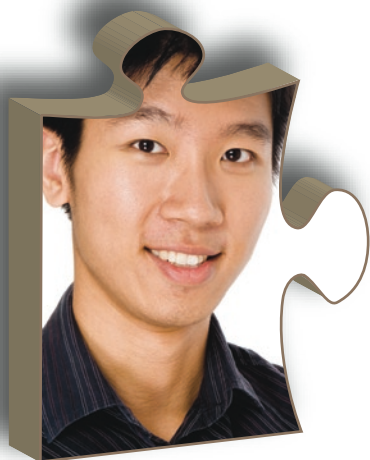
We are experiencing a worker shortage that compels us to widen our search for employees to include people less commonly considered, such as immigrants, older workers, people with disabilities, welfare recipients, and ex-offenders. I urge you to give individuals in these groups, currently underrepresented in the workforce, an opportunity to meet or exceed your expectations.

Please feel free to copy and share this information. It may also be downloaded from the Council's web site: <http://hawaii.gov/labor/wdc/index.shtml>. We welcome any of your ideas and comments. Please e-mail them to [dlir.Workforce.Council@hawaii.gov](mailto:dlir.Workforce.Council@hawaii.gov)

Sincerely,

A handwritten signature in black ink that reads "Gregg Yamanaka".

Gregg Yamanaka, Chair  
Hawaii Workforce Development Council



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## Tax Credits Available to Employers

### Work Opportunity Tax Credit ("WOTC")

This tax credit is for employers who hire certain targeted low-income groups, including vocational rehabilitation referrals, former welfare recipients, veterans, ex-felons, food stamp recipients, summer youth employees, Supplemental Security Income ("SSI") recipients, and 18-24 year olds who reside in federal empowerment zones (i.e., Molokai). Employers who hire SSI recipients or certified vocational rehabilitation ("VR") referrals and who keep the employee for a total of 400 hours may claim the WOTC. The maximum credit available is \$2400 per eligible new worker. Forms must be submitted within 21 days of hire.

### Welfare-to-Work Tax Credit

This is a federal income tax credit that encourages employers to hire long-term welfare recipients. Employers who hire and keep the employee for a total of 400 hours may earn the Welfare-to-Work Tax Credit for up to \$3,500 for the first year of employment, and \$5,000 for the second year of employment. The One-Stop Job Centers will check and certify that the new employee is a long-term recipient of Temporary Assistance for Needy Families ("TANF").

### State Tax Credit for Employment of DVR Referrals, HRS 235.55.91

This tax credit is for employers who hire referrals from the State Division of Vocational Rehabilitation ("DVR"). The maximum credit available is \$1,200 per certified new worker. Forms must be submitted within five working days of hire.

### Small Business Tax Credit: IRS Code Section 44, Disabled Access Credit

Small businesses may take an annual tax credit for making their businesses accessible to persons with disabilities. The credit is 50 percent of eligible expenditures between \$250 and \$10,250 for a taxable year. Businesses eligible for the Small Business Tax Credit earned a gross of \$1 million or less or had fewer than 31 full-time employees in the previous year.

### Architectural/Transportation Tax Deduction: IRS Code Section 190, Barrier Removal

All businesses may take an annual deduction for expenses incurred to remove physical, structural, and transportation barriers for persons with disabilities at the workplace.



## Hiring Immigrants

### The Population

Close to one-fifth (17.5%) of Hawaii's population is foreign-born. Six percent of Hawaii's population (72,400) entered the state between 1990 and March 2000. In 1990, immigrants were mostly from the Philippines, Japan, Korea, China, Southeast Asia, and some Pacific Islands. Today, 45% of the immigrants still come from Asia. The number of Pacific Islanders has increased, most notably Micronesians and Marshallese. There has also been growth in the number of Mexican immigrants.

Not all the groups included here are technically "immigrants". American Samoans and Guamanians are U.S. citizens, and people from the Marshall Islands, Federated States of Micronesia and the Northern Marianas have a legal relationship with the U.S. that entitles them to benefits beyond the typical immigrant, but not citizenship.

### Advantages to Hiring Immigrants

Those immigrants and refugees who need help in acculturation, training, and job search supply a steady stream of mostly unskilled labor to the agriculture, hospitality and restaurant industries in Hawaii. Legal immigrants have work permits issued by the U.S. Immigration and Naturalization Service.

The State Office of Community Services contracts with several agencies, each targeting specific immigrant groups, to get these immigrants job-ready for Hawaii's workplaces and help them find jobs. Job-readiness includes English as a Second Language -- often taught in conjunction with training for a specific job, acculturation, occupational training, computer classes, and provision of transportation and work clothes. The agencies must make speedy job placements, as the U.S. Immigration and Naturalization Service requires immigrants to be working within one month. For a year, employment specialists assist the new employees to be successful in and keep their jobs, solving misunderstandings and translating native languages when necessary. See the "Contacts" chart on page 7.

Just as these agencies help the immigrants to adjust to the culture of workplaces in Hawaii, they can also help employers train their existing employees in cultural diversity, understanding different cultures, and multi-cultural work teams and coaching.

The Community Schools for Adults, located throughout the state, provide traditional night school on Department of Education campuses, teaching adult basic education and English as a Second Language ("ESL") classes. They also will try to accommodate requests for ESL classes at the employers' work sites and basic education classes customized to the employers' needs.

### *Contacts for Community Schools for Adults*

Honolulu	Central/Windward Oahu	Leeward Oahu	Neighbor Islands
Farrington: 832-3595	Moanalua/Aiea: 837-8466	Kapolei: 692-8210	Hilo: 974-4100
Kaimuki: 733-8460	Wahiawa: 622-1634	Waianae: 697-7025	Kona: 327-4692
McKinley: 594-0540	Windward: 254-7955	Waipahu: 675-0254	Kauai: 274-3390
			Maui: 873-3082

## Finding Employees

One-Stop Job Centers have pools of job applicants and can provide training with Workforce Investment Act ("WIA") funds. One-Stops can also arrange on-the-job training ("OJT") or customized training contracts, whereby the employer trains the worker on the job for at least 20 hours a week and the One-Stop pays up to 50% of the person's wage for a limited period. The target hourly pay rate is \$8.50 or more. In the case of customized training, the employer commits to hiring the individual who successfully completes that training.

The **Temporary Assistance for Other Needy Families** ("TAONF") program provides First-to-Work services for eligible two-parent households. Most of their 1,600 households are non-citizens. TAONF's employment activities are comprehensive: on-the-job training, subsidized employment, work experience, and job placement.

### *Contact TAONF Programs*

<b>Hilo, Hawaii</b>	Goodwill Employment Works Waiakea Square Warehouse 200 Kanoiehu Ave. Ste 102 Hilo 96720	808-933-9675
<b>Kona, Hawaii</b>	Insights to Success West Hawaii First-to-Work Unit 75-5620 Palani Rd, Ste 105-A Kailua-Kona 96740	808-326-2928
<b>Maui</b>	Insights to Success Maui First-to-Work Unit 95 Lono Ave., #201 Kahului 96732	808-871-9411
<b>Kauai</b>	Insights to Success Kauai First-to-Work Unit 4211 Rice St., Ste 205 Lihue 96766	808-632-0547



*Contacts to Hire the Clients of Immigrant Agencies*

<b>Geographic Area</b>	<b>Agency</b>	<b>Phone</b>	<b>Number Served 2004-05</b>	<b>Immigrant Groups</b>
<b>Kalihi</b>	Pacific Gateway Center	808-845-3918 x207	90	Micronesians, Marshallese, Chinese, Vietnamese
<b>Kalihi</b>	Susannah Wesley	808-440-5830	58	Micronesians (especially Chuukese), Filipino
<b>Downtown Honolulu</b>	Child and Family Service	808-543-8442	169	Chinese, Vietnamese
<b>Kalihi-Palama, Nanakuli, Waianae</b>	Samoan Service Providers Association	808-842-0218	65	Samoans, Micronesians
<b>Oahu</b> <b>Big Island</b>	Catholic Charities	808-528-5233 x20 (Oahu) 961-7031 (Hilo)	216	Filipino, Chinese, Vietnamese Micronesians, Marshallese, Mexican
<b>West Hawaii</b>	Hawaii County Economic Opportunity Council	808-961-2681	156	Filipino
<b>Big Island</b> <b>Maui</b> <b>Molokai</b> <b>Lanai</b>	Maui Economic Opportunity, Inc.	808-249-2970	52	Various
<b>Kauai</b>	Kauai Economic Opportunity, Inc.	808-245-4077 x236	20	Filipino, Marshallese, Latino



## **Employers' Suggestions for Enhancing Productivity of the Immigrant Workforce<sup>1</sup>**

- Actively promote skill enhancement opportunities for immigrants and link them to increased wages;
- Offer ESL classes at the work site, during work hours;
- Use picture boards – they are great communication tools for workforces that speak multiple languages;
- Use in-house, hourly employees as training assistants and to serve as interpreters for limited-English speakers. In-house interpreters can translate during workshops and training sessions;
- Hire a bilingual employment specialist to assist in recruiting and training employees; and
- Institute a buddy system to help new immigrant workers assimilate quickly.

*(Endnotes)*

<sup>1</sup> *National Association of Manufacturers, Center for Workforce Success, 2005*



## Hiring Older Workers

### The Population

Baby boomers say that age 60 is the new 40. In *A Work-Filled Retirement*, Rutgers University's 2005 survey of workers' views about employment and leisure, nearly seven in ten workers reported that they plan to continue to work for pay following "retirement" from their main job. Money and the need to keep busy motivate older people to continue working. So here is a talent pool to tap.

Of the population age 65 and older in Hawaii, almost one-fourth (23.6%) are between 65 and 69. Over a fifth (22.4%) of the 65+ population are between 70 and 74. Another fifth (22.5%) are between 75 and 79. Nevertheless, only 10% of those aged 65-79 are active in the workforce. Forty five percent (62,200) of the 55 to 64-year olds are active in the workforce. Each county's share is commensurate with its population size.

*Hawaii's Older Resident Population by Age, by County, 2004*

Age Group	State Total	Oahu	Hawaii County	Maui County	Kauai
<b>Total</b>	<b>1,262,840</b>	<b>899,593</b>	<b>162,971</b>	<b>138,347</b>	<b>61,929</b>
55-59 years	79,412	55,545	10,681	8,984	4,202
60-64 years	58,921	41,916	7,503	6,476	3,026
65-69 years	40,646	28,798	5,554	4,221	2,073
70-74 years	38,461	28,208	4,985	3,414	1,854
75-79 years	38,653	28,631	4,749	3,351	1,922
80-84 years	28,904	21,297	3,517	2,592	1,498
85+ years	25,344	18,714	2,951	2,274	1,405

### Advantages to Hiring Older Workers

In general, older workers are a seasoned talent pool. If they are already in your workforce, they have institutional memory and established relationships with your clients.

In addition to the experience they have accumulated on-the-job, older people may have developed the skills you want during their career breaks and volunteer work.

As a growing consumer group, they can provide insights about your customers' needs and expectations.

Older workers per se are not attached to tax credits. However, they may have other characteristics that will allow employers to claim tax credits for them. See "Tax Credits Available to Employers" on page 5.

## Addressing Employers' Concerns

A person cannot be denied a job or promotion, fired, or subjected to unequal terms and conditions of employment because of age. An employer's adherence to fair and equitable treatment of all employees is the foundation for addressing each of the following employer concerns.

Employers have expressed concern that older workers are expensive due to higher salaries and benefits. Both older (and younger!) workers and their employers may want to negotiate one of the flexible employment alternatives presented on page 13.

Another employer concern is that older workers are likely to become ill. An employer can require a physical examination as a condition of employment, only after the offer of employment has been made. The same examination must be required of all entering employees in that job category, and the medical information must relate directly to the essential functions of the job. Employers who emphasize wellness, lifting correctly, and ergonomic settings have enhanced the productivity of their older workforce.

Some employers believe that older workers use outdated methods and are reluctant to learn new skills. Nevertheless, sometimes an employer prefers not to give skill upgrade and retraining to older workers for fear they will not be on the job long enough for the company to get sufficient return on its investment. Employers should be prepared to give basic computer training to older workers, as this is a brand new skill for some of them. For all your employees, high technology skills may need upgrading every one or two years. Successful employers advocate empowering employees to develop the skills they need to advance on the job regardless of age.

## Finding Employees

One-Stop Job Centers have pools of job applicants and can provide training with Workforce Investment Act ("WIA") funds. One-Stops can also arrange on-the-job training ("OJT") or customized training contracts, whereby the employer trains the worker on the job for at least 20 hours a week and the One-Stop pays up to 50% of the person's wage for a limited period. The target hourly pay rate is \$8.50 or more. The employer commits to hiring the individual who successfully completes customized training.

The **Senior Community Service Employment Program** ("SCSEP") is a part-time employment training program for low-income persons age 55 or over. Program participants are placed at community and government agencies for training in entry level jobs. To hire SCSEP participants, contact one of the training providers in the following chart.

### ***Contact SCSEP Training Providers***

<b>Downtown Honolulu, Oahu</b>	Respite Companion Services Program One Kapiolani Building 600 Kapiolani Boulevard, Suite #305 Honolulu, HI 96813	808-586-5192
<b>Chinatown, Honolulu, Oahu</b>	Honolulu Community Action Program 1109 Maunakea Street, 2nd Floor Honolulu, HI 96817	808-521-4531
<b>Waipahu, Oahu</b>	Workforce Development Division Waipahu Office 94-275 Mokuola Street, Room 300 Waipahu, HI 96797	808-675-0010
<b>Hilo, Hawaii</b>	Senior Employment Program 865 Piilani Street Hilo, HI 96720	808-961-8752
<b>Wailuku, Maui</b>	Maui Economic Opportunity, Inc. 99 Mahalani Street Wailuku, HI 96793	808-249-2970
<b>Lihue, Kauai</b>	County of Kauai Agency on Elderly Affairs Piikoi Building 4444 Rice Street, Suite 330 Lihue, HI 96766	808-241-4470

Job listings in local military base newspapers will reach local older workers, their family members, and military personnel who are about to retire or be discharged. *MIDWEEK* publishes the base newspapers that carry job listings. Call 808-247-8755 or visit [www.midweek.com](http://www.midweek.com).

### **Retaining Employees**

You don't have to look far if the skilled older person is already working for your company. This section presents retention strategies that will reduce your hiring and training costs.

### *Employers' Suggestions for Enhancing Productivity of Older Workers*

- Put all forms in large print
- Post repetitive signage
- Ask for the workers' suggestions
- Re-organize work around physical impairments that may appear with age. For help with this, see the Reasonable Accommodations section of "Hiring People with Disabilities".
- Base promotions on well-established and publicized criteria such as:
  - Professional skills
  - Ability
  - Potential
  - Work ethic
  - Interpersonal skills
  - Overall value to the organization
- Negotiate flexible employment alternatives

### *Flexible Employment Alternatives*

- **Compressed work week.** The employee works four 10-hour days instead of five 8-hour days.
- **Flextime.** The employee comes in earlier and leaves earlier, or starts later and leaves later.
- **Job reassignment.** The employee accepts less pay for a less-demanding job within the company.
- **Job redesign.** The employee negotiates a modified job description to eliminate functions or tasks that cause physical or mental stress, allowing the person to remain employed.
- **Part-time work.** Rather than retiring, the employee works part-time to assist with job training, fill in for absent staff, or help with special projects.
- **Phased retirement.** Employees close to retirement gradually reduce their hours. As work is reduced, take-home pay declines.
- **Job sharing.** Two part-time employees divide the hours and responsibilities of a full-time job between them.
- **Telecommuting.** An employee works at home part- or full-time using a telephone and computer to communicate with the office.
- **Sabbatical.** The employer provides a valued employee with paid time off in exchange for a commitment to return to work at a mutually agreed upon time.



## Hiring People With Disabilities

*“The disability population is one that any of us can join at any time.”*

Tammie McNaughton  
Director of Corporate Diversity & Work Life, Highmark  
Chair, Pennsylvania Business Leadership Network

### The Population

In Hawaii, more than 15% of the population, or around 180,000 people have disabilities. Almost three-fifths of those who are ages 21-64 are employed. This leaves almost 50,000 potential skilled employees.

#### Potential Employees Who Have Disabilities

Oahu	33,000
Hawaii County	7,700
Maui County	5,500
Kauai County	2,000

“Person with a disability” means an individual who has a physical or mental impairment that substantially limits one or more of the person’s major life activities, has a record of such an impairment, or is regarded as having such an impairment. Major life activities include hearing, seeing, speaking, walking, breathing, performing manual tasks, caring for oneself, learning, or working.

#### Some Famous People with Disabilities

**Ludwig van Beethoven,**

composer and pianist, was deaf.

**Thomas Alva Edison,**

inventor of the electric light, was slightly deaf, diabetic, and had a learning disability.

**Albert Einstein,**

atomic physicist most famous for his Theory of Relativity, probably was autistic.

**Steven Hawking,**

physicist/mathematician, uses a wheelchair and a computerized speech-synthesizer.

**Leonardo Da Vinci,**

famous artist, was dyslexic.

**John F. Nash,**

mathematical genius and Nobel Laureate, has schizophrenia.

**Pythagoras,**

mathematician of right-angled triangle fame, had epilepsy.

**U.S. President Franklin Delano Roosevelt**

used a wheelchair.

**Marla Runyan,**

American runner who competed in the 2000 Olympics, is legally blind.

## Advantages to Hiring People With Disabilities

The growing number of individuals with disabilities are also consumers who can provide their employers with insight into the consumer needs, new markets, and expectations of a greater variety of customers.

Employees with disabilities rate equal to or higher than non-impaired co-workers in job performance, safety, and attendance.

A company's insurance premiums and training costs are lowered when an employee who became disabled on the job subsequently is rehabilitated and returns to work.

### *Tax credits available to employers include:*

- **Small Business Tax Credit: IRS Code Section 44, Disabled Access Credit**

Small businesses may take an annual tax credit for making their businesses accessible to persons with disabilities. The credit is 50 percent of eligible expenditures between \$250 and \$10,250 for a taxable year. Businesses eligible for the Small Business Tax Credit earned a gross of \$1 million or less or had fewer than 31 full-time employees in the previous year.

- **Architectural/Transportation Tax Deduction: IRS Code Section 190, Barrier Removal**

All businesses may take an annual deduction for expenses incurred to remove physical, structural, and transportation barriers for persons with disabilities at the workplace.

- **Work Opportunity Tax Credit ("WOTC")**

This tax credit is for employers who hire certain targeted low-income groups, including vocational rehabilitation referrals, former welfare recipients, veterans, ex-felons, food stamp recipients, summer youth employees, SSI recipients, and 18-24 year olds who reside in federal empowerment zones (i.e., Molokai). Employers who hire SSI recipients or certified vocational rehabilitation ("VR") referrals and who keep the employee for a total of 400 hours may claim the WOTC. The maximum credit available is \$2400 per eligible new worker. Forms must be submitted within 21 days of hire.

- **State Tax Credit for Employment of DVR Referrals, HRS 235.55.91**

This tax credit is for employers who hire referrals from the State Division of Vocational Rehabilitation ("DVR"). The maximum credit available is \$1,200 per certified new worker. Forms must be submitted within five working days of hire.



***The federal Americans with Disabilities Act (“ADA”) and state discrimination laws do not limit employer rights:***

- Employers can and are expected to hold disabled employees to the same performance standards of essential job functions to which they hold employees without disabilities.
- Although drug addiction is covered under ADA, employers can and are expected to test for illegal drug use as a condition of employment and at any time during employment. Employers can terminate employment based upon the test results.
- Although alcoholism is covered under ADA, employers can discipline and discharge employees whose alcohol adversely affects job performance or conduct. Employers can require that employees on the job not be under the influence of alcohol.
- An employer can require a physical examination as a condition of employment, only after the offer of employment has been made. The same examination must be required of all entering employees in that job category, and the medical information must relate directly to the essential functions of the job.

***Business Leadership Network (“BLN”)***

Your business peers can tell the story best. Hawaii has recently joined the national Business Leadership Network (“BLN”), whereby employers describe their companies’ experiences in hiring people with disabilities. Hawaii’s lead employer is Clinical Laboratories of Hawaii. Contact the company’s Human Resources Director, Cara Heilmann at 808-680-7236:

- To learn more about local employers’ experiences with hiring employees who have disabilities;
- To join the Business Leadership Network.

**Finding Employees**

One-Stop Job Centers have pools of job applicants, information on the ADA and state discrimination laws, and employment specialists who serve veterans with disabilities. The One-Stop Job Centers can provide training with Workforce Investment Act (“WIA”) funds. One-Stops can also arrange on-the-job training (“OJT”) or customized training contracts, whereby the employer trains the worker on the job for at least 20 hours a week and the One-Stop pays up to 50% of the person’s wage for a limited period. The target hourly pay rate is \$8.50 or more. The employer commits to hiring the individual who successfully completes customized training.

The State Division of Vocational Rehabilitation (“DVR”) pre-screens job applicants to fit the employer’s needs. DVR also provides a range of services that support people with disabilities and their employers to achieve job success and retention, including technical assistance for accommodations, counseling and follow-up services to the employee for successful job adjustment and performance, on-the-job training, Disability Awareness training for your new employee’s co-workers, and Employer Certification for the State Tax Credit for Employment of VR Referrals. The State First-to-Work program has contracted with Goodwill Industries of Hawaii to support welfare participants with temporary disabilities into jobs and/or work-related activity. Supportive services can include child care and transportation subsidies, and reimbursement for work-related expenses. Employment counselors work with employers to assist in job placement, retention, and work performance.

***Contact the Division for Vocational Rehabilitation (“DVR”)***

<b>Oahu DVR</b>	586-5167
<b>Big Island DVR</b>	974-6444 (Hilo) 323-0025 (Kona)
<b>Maui County DVR</b>	984-8350
<b>Molokai DVR</b>	553-3621
<b>Kauai DVR</b>	274-3333

***Contact Goodwill Units***

<b>Honolulu, Oahu</b>	680 Ala Moana Blvd., Ste 402 Honolulu 96813	808-737-2800
<b>Waipahu, Oahu</b>	94-275 Mokuola St. Rm. 201A Waipahu 96797	808-675-0680
<b>Hilo, Hawaii</b>	200 Kanoielehua Ave., Ste 102 Hilo 96720	808-933-9675

## Reasonable Accommodations

For the purposes of employment, a “qualified person with a disability” is an individual who, with or without a reasonable accommodation, can perform the essential functions of a particular job. “Essential job functions” are clearly defined by analyzing the job’s component tasks and determining the demands these tasks place on the worker and the working conditions under which the job is performed.

The ADA requires that employers provide reasonable accommodations to qualified applicants and employees with disabilities unless it can be established that there is undue hardship on the operation of the business.

“Reasonable accommodation” is a modification or adjustment to a job, the work environment, or the way things are usually done, to enable a qualified individual with a disability to attain the same level of performance or to enjoy equal benefits and privileges of employment as are available to a similarly situated employee without a disability.

### *Examples of Reasonable Accommodations*

- Making existing facilities readily accessible to and useable by individuals with disabilities;
- Job restructuring, part-time or modified work schedules;
- Appropriate adjustment or modifications of examinations, training materials, or policies;
- Acquisition or modification of equipment or devices; and
- Provision of qualified readers or interpreters. To hire interpreters for deaf people, contact the Hawaii Registry for Interpreters for the Deaf at [www.hrid.org](http://www.hrid.org) or 808-392-2549 (V).

### *For technical advice on providing reasonable accommodations to qualified persons and employees with disabilities:*

- DVR – See phone numbers on page 17.
- Disability and Community Access Board - [www.hawaii.gov/health/dcab/resources/resources.htm](http://www.hawaii.gov/health/dcab/resources/resources.htm)
- Assistive Technology Resource Center of Hawaii provides training on the use of assistive technology in the workplace – [www.artc.org](http://www.artc.org) or 808-532-7110
- PacMed Assistive Technology Center of Hawaii - [www.pacmed.hawaii.com](http://www.pacmed.hawaii.com)
- Island Skill Gathering provides a variety of rehabilitation and assistive technology services to Hawaii’s disabilities communities - [www.isghawaii.com](http://www.isghawaii.com) or 808-732-4622 (v/t)
- US Department of Labor, Office of Disability and Employment Policy (“ODEP”) [www.dol.gov/odep](http://www.dol.gov/odep)
- Job Accommodation Network (“JAN”) in USDOL’s ODEP is a free and confidential service that provides employers with customized worksite accommodation solutions – call 1-800-526-7234 or visit [www.jan.wvu.edu](http://www.jan.wvu.edu)

### ***JAN's Publications Describing Potential Accommodations by Disability***

AIDS	Heart Conditions
Alcoholism	Hepatitis (A, B, & C)
Arthritis	HIV
Attention Deficit Disorder	Latex Allergies
Back	Learning Disabilities
Bipolar Disorder	Lupus
Brain Injury	Mental Retardation and other Developmental Disabilities
Burn Injury	Migraine Headaches
Carpal Tunnel Syndrome	Multiple Sclerosis
Cancer	Muscular Dystrophy
Cerebral Palsy	Myasthenia Gravis
Chemical Sensitivity or Environmental Illness	Parkinson's Disease
Chronic Fatigue Syndrome	Post-Traumatic Stress Disorder ("PTSD")
Chronic Pain	Psychiatric Impairments
Deaf or Hard of Hearing	Respiratory Impairment
Diabetes	Sleep Disorders
Drug Addiction	Spinal Cord Injury
Epilepsy	Vision Impairments
Fibromyalgia	Wheelchair Users (in Office Settings)
Fragrance Sensitivity	



## Hiring Welfare Recipients The Population

### *Number of Families on Welfare, 2005*

Oahu	4,421
Hawaii County	1,442
Maui County	497
Kauai	333
<b>TOTAL</b>	<b>6,693</b>

Single mothers constitute about three-fourths of the population.

The homeless<sup>1</sup> are a segment of actual and potential welfare recipients. Over 6,000 sheltered and unsheltered homeless persons do not have a fixed, regular, and adequate nighttime residence. There is some duplication in the “Number of Families on Welfare” and the “Number of Homeless Adults”.

### *Number of Homeless Adults*

Oahu	3,300
Hawaii County	1,250
Maui County	1,150
Kauai	350
<b>TOTAL</b>	<b>6,050</b>

Although some are chronically homeless due to mental illness, substance abuse, and disability, others are in transitional homelessness due to medical bankruptcy, foreclosures, poor credit, high housing costs, and a tight labor market. Businesses will have most success in hiring the transitional homeless who are able and willing to work and do not need extensive treatment to become employable.

## Advantages to Hiring Welfare Recipients

The **Work Opportunity Tax Credit (“WOTC”)** is for employers who hire certain targeted low-income groups, including former welfare recipients, food stamp recipients, ex-felons, veterans, vocational rehabilitation referrals, SSI recipients, summer youth employees, and 18-24 year olds who reside in federal empowerment zones (i.e., Molokai). Employers who hire and keep the employee for a total of 400 hours may claim the WOTC. The maximum credit available is \$2,400 per eligible new worker. The One-Stop Job Centers will check and send a letter to the employer verifying that a new employee qualifies for the credit. Forms must be submitted within 21 days of hire.

The **Welfare-to-Work Tax Credit** is a federal income tax credit that encourages employers to hire long-term welfare recipients. Employers who hire and keep the employee for a total of 400 hours may earn the Welfare-to-Work Tax Credit for up to \$3,500 for the first year of employment, and \$5,000 for the second year of employment. The One-Stop Job Centers will check and certify that the new employee is a long-term recipient of Temporary Assistance for Needy Families ("TANF").

To prepare recipients for the workplace the State Department of Human Services ("DHS") provides training and work experience through three programs – Community Work Experience Program, GRANT+ Program, and the Supporting Employment Empowerment Program ("SEE"). Each program provides different incentives to the employers for their participation. The benefits to the employer for all of these programs include:

- Health insurance is provided by the State.
- Participants are eligible for child care and transportation subsidies.
- Participants are eligible for work-related expenses reimbursement.
- The employer has a full opportunity to evaluate the individual's performance during the training period.
- The only obligation to hire is if the individual has performed to the expectations of the employer.

## Finding Employees

### *DHS Programs*

DHS' programs provide incentives to employers as they are looking for employees.

In the **Community Work Experience Program**, the recipient is hired by the employer for training. The employer does not pay wages to participants during the training period, which is usually about six months. This incentive can run into a roadblock when union agreements require that an individual be hired as an employee after a 30-day period.

In the **GRANT+ Program**, the employer is reimbursed \$650 a month to cover the wages. Additional wages are covered by the company. The agreement period is for one year with a possible six-month extension.

Goodwill Industries operates DHS' **Supporting Employment Empowerment ("SEE")** Program like a private employment agency. Employers complete a one-page application about their employee requirements and their workplace culture. Within five days, SEE provides employers with at least three pre-screened candidates to interview for part-time or full-time positions. When a TANF client is hired for a training period, SEE reimburses the employer \$6.75/hour for up to 40 hours a week and an additional 14% of subsidized wages toward Unemployment Insurance, Workers Compensation, FICA, etc. DHS provides additional monetary incentives to workers who stay employed. SEE will also support the business and employee to ensure continued success on the job.

The employer assigns a mentor for the SEE employee, to give on-the-job guidance, answer routine questions about the workplace, and introduce the SEE employee to the workplace environment and culture. The employer also completes a one-page performance evaluation at the end of the training period. A one-page log of the employee's time serves as the SEE invoice for reimbursement. The agreement period is typically six months, with two 3-month extensions. You can get more information on the SEE web site at [www.seehawaiiwork.org](http://www.seehawaiiwork.org)

***Contact First-to-Work TANF and Goodwill Units***

<b>Honolulu, Oahu</b>	333 N. King St. Room 100 Honolulu 96817	808-587-3850
	677 Queen St. Ste. 400A Honolulu 96813	808-587-5250
	Goodwill --	808-587-5314
<b>Waipahu, Oahu</b>	Waipahu Civic Center 94-275 Mokuola St. Rm. 105 Waipahu 96797	808-675-0081
<b>Wahiawa, Oahu</b>	1008 California Ave. Bldg. B. Wahiawa 96786	808-622-6314
<b>Waianae, Oahu</b>	Kakuhikewa Bldg. 601 Kamokila Blvd., Rm. 138, Kapolei 9670	808-692-7760
<b>Kailua, Oahu</b>	Kailua Business Center 354 Uluniu St. Rm. 401 Kailua 96734	808-266-9620
<b>Hilo, Hawaii</b>	TANF: 1990 Kinoole St., #109 Hilo 96720	808-981-7290
	Goodwill: 1990 Kinoole St., #102 Hilo 96720	808-981-2860
	Goodwill: 13 Kekaulike St. Hilo 96720	808-933-0314
<b>Kona, Hawaii</b>	75-5722 Hanama Pl., Ste 1105, Kailua-Kona 96740	808-327-4755
<b>Maui</b>	270 Waiehu Beach Rd. #107 Wailuku 96793	808-243-5866
<b>Molokai</b>	55 Makaena Pl., Rm. 1 Kaunakakai 96748	808-243-5866
<b>Kauai</b>	4473 Pahee St., Ste G Lihue 96766	808-241-3679



### ***Other Resources***

The One-Stop Job Centers can assist low income people with job matching and provide training with Workforce Investment Act (“WIA”) funds. One-Stops can also arrange on-the-job training (“OJT”) or customized training contracts, whereby the employer trains the worker on the job for at least 20 hours a week and the One-Stop pays up to 50% of the person’s wage for a limited period. The target hourly pay rate is \$8.50 or more. In the case of customized training, the employer commits to hiring the individual who successfully completes that training. The One-Stops will provide information and assistance on the Work Opportunity and Welfare-to-Work Tax Credits.

The State Housing and Community Development Corporation of Hawaii (“HCDCH”) contracts with agencies to provide transitional living shelters and services. These shelters offer some stability as they may house individuals and families for up to 24 months. Employers may work with case managers to find qualified job candidates. The web site for HCDCH’s Homeless Programs is [www.hcdch.hawaii.gov/homeless.html](http://www.hcdch.hawaii.gov/homeless.html)

U.S. VETS, in addition to shelter and comprehensive services, provides employment assistance, vocational training, computer classes and educational programs.

See the directory of Transitional Living Shelters on pages 24-25.

### **Retaining Employees**

Work supports, such as the federal Earned Income Tax Credit, child care, transportation, and food stamps promote employment and job retention by helping to make work pay. Employers can help workers access these supports by providing information and application assistance.

### *Contacts at Transitional Living Shelters*

Area	Shelter & Purpose, Program Operator, Address	Phone
<b>East Hawaii</b>	Kihei Pua Emergency & Transitional Shelter (Singles, Fam) East Hawaii Coalition for Homeless 115 Kapiolani Street Hilo, HI 96720	808-961-2559
<b>West Hawaii</b>	Kawaihae Transitional Shelter (Families) Catholic Charities Hawaii 712 North School Street Honolulu, HI 96817	808-982-7609
<b>Maui</b>	Maui Economic Concerns of Community 670 Waiale Road Wailuku, HI 96793 Ka Hale A Ke Ola Emergency & Transition (Singles, Fam) Na Hale O Wainea Emergency & Transition (Singles, Fam)	808-242-7600
<b>Kauai</b>	Kauai Economic Opportunity 2804 Wehe Rd. Lihue, HI 96766 Komohana Group Home (Singles) Lihue Court (Families)	808-245-4077
<b>Leeward Oahu</b>	Alternative Structures International Transitional Shelter (Families) 86-660 Lualualei Homestead Road Waianae, HI 96792	808-696-4039
<b>Leeward Oahu</b>	Maililand Transitional Shelter (Families) Catholic Charities Hawaii 712 North School Street Honolulu, HI 96817	808-595-0077
<b>Leeward Oahu</b>	Onemalu Emergency & Transitional Living Program (Sin,Fam) Holo Loa`a, Inc. P.O. Box 75349 Kapolei, HI 96707	808-682-3869
<b>Leeward Oahu</b>	U.S. VETS-Hawaii, Building 37, Shangrila, Kalaeloa P.O. Box 75329 Kapolei, HI 96707	808-330-5566
<b>Windward Oahu</b>	Weinberg Village (Families) Holo Loa`a, Inc. 41-490 Saddle City Road Waimanalo, HI 90795	808-259-6804

### *Contacts at Transitional Living Shelters*

<b>Area</b>	<b>Shelter &amp; Purpose, Program Operator, Address</b>	<b>Phone</b>
<b>Honolulu, Oahu</b>	Hale Kipa, Inc. Transitional Living Program (Young Men & Women) 2146 Damon Street Honolulu, HI 96826	808-589-1829
<b>Honolulu, Oahu</b>	Gregory House Programs Transitional Shelter (Singles) 770 Kapiolani Blvd., #503 Honolulu, HI 96813	808-522-9035
<b>Honolulu, Oahu</b>	Hale Ulu Pono, Steadfast Housing Development Corporation 677 Ala Moana Blvd., #713 Honolulu, HI 96813	808-599-6230
<b>Honolulu, Oahu</b>	Next Step Transitional Shelter (Singles & Families) Off Forrest Avenue Honolulu, HI 96813	808-223-5176
<b>Honolulu, Oahu</b>	Housing Solutions, Inc. 2734 South King Street, #100 Honolulu, HI 96826 Loliana Shelter (Families) Nakolea (Working Singles) Vancouver House Transitional (Singles & Families)	808-973-0500  808-522-0540 808-946-8063 808-947-7181
<b>Honolulu, Oahu</b>	Institute for Human Services 546 Ka'aahi Street Honolulu, HI 96817 Ka'aahi Street (Women & Children) Sumner Street (Men)	808-845-7195
<b>Honolulu, Oahu</b>	Safe Haven, Mental Health Kokua 1221 Kapiolani Blvd., #345 Honolulu, HI 96814	808-737-2523

*(Footnotes)*

<sup>1</sup> *Much of the information on homelessness in this booklet is taken from  
Hiring the Homeless, Hogan Entrepreneurs for Chaminade University, 2005.*



## Hiring People with Criminal Histories

### The Population

There are 6,000 prisoners in Hawaii's prisons and Community Correctional Centers. Another 1,500 people are in out-of-state facilities, 11,000 on probation, and 2,500 on parole. Nine hundred (900) re-enter our community each year, for the most part as parolees. Almost 500 of the new releases are neither violent nor sex offenders; over four-fifths of these live on Oahu.

#### *Annual Number of Ex-Offenders Who Re-enter the Community, Excluding Violent & Sex Offenders*

Oahu	435
Hawaii County	30
Maui	35
Kauai	15

### Advantages to Hiring People with Criminal Histories

Almost all prisoners will one day return to the community. Since the best indicators of successful re-entry are employment and a caring relationship, a job will significantly decrease the likelihood that the ex-offender will commit other crimes.

The **Work Opportunity Tax Credit ("WOTC")** is for employers who hire certain targeted low-income groups, including ex-felons, vocational rehabilitation referrals, former welfare recipients, veterans, food stamp recipients, summer youth employees, SSI recipients, and 18-24 year olds who reside in federal empowerment zones (i.e., Molokai). Employers who hire and keep the employee for a total of 400 hours may claim the WOTC. The maximum credit available is \$2400 per eligible new worker. The One-Stop Job Centers will check and send a letter to the employer verifying that a new employee qualifies for the credit. Forms must be submitted within 21 days of hire.

The **Federal Bonding Program**, sponsored by the U.S. Department of Labor, provides individual fidelity bonds to employers for job applicants who, because of their criminal history, are (or may be) denied coverage by commercial carriers. The bond insures the employer for up to \$5,000 against theft, forgery, larceny, or embezzlement. The first six months of the bond are free to business and can be renewed at \$125 per year. The One-Stop Job Centers and some private agencies have bonds to issue employers and will make the insurance arrangements for the employer.

The **State Tax Credit for Employment of DVR Referrals, HRS 235.55.91**, is for employers who hire referrals from the State Division of Vocational Rehabilitation ("DVR"). A number of ex-offenders are served by DVR for substance abuse. The maximum credit available is \$1,200 per certified new worker. Forms must be submitted within five working days of hire.

*“The two workers have both excelled at their training and gone beyond our expectations. They are both very dependable and hard workers and have a job with us for as long as they want. We would not hesitate to participate in the [ex-offender] program should more positions open up.”*

Zane Watson, President, Island Building Materials

## **Education**

Eleven percent (11%) of Hawaii’s prisoners have a college degree, but 42% have no high school diploma or GED. So Hawaii’s Corrections Program offers inmates Community College educational programs in pre-employment skills, computer literacy, and preparation for the Automotive Service certification test. Inmates may also take non-credit courses in environmental science and automotive technology, and earn college credit through distance learning. Inmates may earn their GED through Adult Education’s internet programs. In fact, education is a pre-condition of parole. Parolees are eligible for training opportunities available through the One-Stop Job Centers. Leeward Community College has the **Ho’oulu** and **STAR** programs, which help incarcerated and newly released parolees to pursue higher education.

## **Addressing Employers’ Concerns**

### **Substance Abuse**

Most prisoners abused substances prior to their arrest, and still today, 7 out of 10 tested parolees test positive for “ice”. Employer rights in this area are not limited by the federal Americans with Disabilities Act (“ADA”):

- Although drug addiction is covered as a disability under ADA, employers can test for illegal drug use as a condition of employment and at any time during employment. Employers can terminate employment based upon the test results.
- Although alcoholism is covered as a disability under ADA, employers can discipline and discharge employees whose alcohol adversely affects job performance or conduct. Employers can require that employees on the job not be under the influence of alcohol.
- Employers can hold employees disabled by drug addiction or alcoholism to the same performance standards of essential job functions to which they hold employees without disabilities.

### **Criminal History**

Checks on criminal convictions allow the employer to consider the appropriateness of a particular job for an ex-offender the employer would like to hire. Under state law, employers may not inquire about or consider arrest records.

After a conditional offer of employment, the employer can conduct a criminal history check. The job offer may then be withdrawn if the applicant has a conviction record within the last 10 years that is rationally related to the job’s duties and responsibilities. As yet, there has been no Hawaii Supreme Court case law on what “rational relationship” means.

*“The guys have learned their lessons and are trying to be good  
productive members of society.  
We are trying to hire more guys coming out.”*

Beachside Roofing, Maui

For certain jobs, employers may check and consider an applicant’s criminal convictions before offering employment. These include occupations that work with vulnerable populations; i.e., in child care, education, school bus drivers, security, nursing, home health care, non-witnessed direct mental health services, and care homes. A prior criminal history check is also allowed for liquor licenses, managers of condominiums and cooperative housing, and jobs in banks insured by the Federal Deposit Insurance Corporation, the insurance industry, aviation safety, and private detective agencies.<sup>1</sup>

Employers often fear they will incur liability if they hire an ex-offender who later commits a crime. Workers’ Compensation would cover injury to a co-worker. If a customer or vendor is hurt, it is known as “negligent hiring”. “The key to determining liability is usually whether the employer could have foreseen the crime: specifically, whether the employee had a history or propensity for harmful behavior and, most importantly, whether the employer knew or should have known of the employee’s propensities. Generally, an employer’s reasonable efforts to check and consider a prospective employee’s background will satisfy the legal requirements and eliminate the risk of liability on the employer’s part.”<sup>2</sup> This would mean conducting background checks before a person starts working. It also means following consistent policies and procedures for all applicants. Employers can check criminal records at the Hawaii Criminal Justice Data Center on-line at <http://ecrim.ehawaii.gov/ahewa>.

## **Finding Employees**

The One-Stop Job Centers can assist ex-offenders with job matching and provide training with Workforce Investment Act (“WIA”) funds. One-Stops can also arrange on-the-job training (“OJT”) or customized training contracts, whereby the employer trains the worker on the job for at least 20 hours a week and the One-Stop pays up to 50% of the person’s wage for a limited period. The target hourly pay rate is \$8.50 or more. In the case of customized training, the employer commits to hiring the individual who successfully completes that training. The One-Stops will provide information and assistance on the Work Opportunity Tax Credit and the Federal Bonding Program.

On Maui, the Maui Economic Opportunity, Inc. operates the **B.E.S.T. Reintegration Program** for serious offenders who were convicted of a class A or B felony and are preparing to return to the Maui community after incarceration. B.E.S.T. provides pre-employment training and Hawaiian culture, mentors, housing assistance, counseling, substance abuse treatment, job referrals, and job support services. B.E.S.T. holds periodic job fairs for employers and applicants, where One-Stops also participate.

*“They are really good and consistent workers when on work furlough.  
They listen, catch on quick and are hard-working.”*

A & D Fencing, Maui

Prisoners on furlough perform work in the community and search for jobs under the supervision of case managers. Employers can provide work slots for furloughed prisoners. Parolees must obtain salaried employment within 30 days of their release.

The State Department of Public Safety contracts with agencies that provide job readiness classes to ex-offenders, refer screened applicants, and support the new employee to achieve job success and retention.

### ***Contact Information***

<b>Oahu</b>	Oahu Work Links	843-0733 ext. 242
	ALU LIKE, Inc.	535-6780
	Community Assistance Center	537-2917
	Goodwill Industries of Hawaii	550-0382
	Laumaka Work Furlough Center	832-5815
	T. J. Mahoney	524-5888
	WorkNet	841-6665
<b>Hawaii County</b>	Big Island Workplace Connection (Hilo)	981-2860
	Hale Nani Furlough Program	981-5018
<b>Maui</b>	WorkSource Maui	984-2091
	Maui Economic Opportunity, Inc. – .B.E.S.T. Program	249-2990
	Maui Community Correctional Center Furlough Program	243-5850
	Kauai *WorkWise Job Center	274-3056
<b>Kauai</b>	Kauai Community Correctional Center Furlough Program	241-2057 ext. 231

DVR is a resource to employers especially because it serves ex-offenders disabled by substance abuse. DVR pre-screens job applicants to fit the employer’s needs. DVR also provides a range of services that support people with disabilities and their employers to achieve job success and retention, including counseling and follow-up services to the employee for successful job adjustment and performance, on-the-job training, and Employer Certification for the State Tax Credit for Employment of VR Referrals.

*(Footnotes)*

<sup>1</sup> HRS §378-2.5

<sup>2</sup> U.S. Department of Labor Secretary Elaine L. Chao



## One-Stop Job Centers

One-Stop Job Centers have pools of job applicants, information on the Americans with Disabilities Act (“ADA”) and state discrimination laws, and employment specialists who serve veterans. The Centers can provide training with Workforce Investment Act (“WIA”) funds. One-Stops can also arrange on-the-job training (“OJT”) or customized training contracts, whereby the employer trains the worker on the job for at least 20 hours a week and the One-Stop pays up to 50% of the person’s wage for a limited period. The target hourly pay rate is \$8.50 or more. In the case of customized training, the employer commits to hiring the individual who successfully completes that training. One-Stops have other services; this description is within the context of informing employers how to hire underrepresented populations.

### One-Stop Job Center Locations

#### Oahu Work Links

[www.oahuworklinks.com](http://www.oahuworklinks.com)

Honolulu Office 830 Punchbowl Street, #112 Honolulu, HI 96813	586-8700
Dillingham Plaza 1505 Dillingham Blvd., #110 Honolulu, HI 96817	843-0733
Makalapa Community Center 99-102 Kalaloa Street Aiea, HI 96701	488-5630
Waipahu Civic Center 94-275 Mokuola Street, #300 Waipahu, HI 96797	675-0010
Kapolei Resource Center 601 Kamokila Blvd., #588 Kapolei, HI 96707	692-7630
Waianae Community Center 85-670 Farrington Highway Waianae, HI 96792	696-7067
Waialua Shopping Center 67-292 Goodale Avenue Waialua, HI 96791	637-6508
Kaneohe Office 45-1141 Kamehameha Highway Kaneohe, HI 96744	233-3700

(Credits)

Young Asian male: © Photographer: Eastwest Imaging | Agency: Dreamstime.com

Blind man: image provided by Dreamstime.com

Prisoner on furlough: © Photographer: Ernest Prim | Agency: Dreamstime.com

Money: © Photographer: Danijel Micka | Agency: Dreamstime.com

Graphic design services by: Bonnie Lee Chappell | blcgraphics.com

## Big Island Workplace Connection

[www.1stop4youths.com](http://www.1stop4youths.com)

Hilo Office 1990 Kinoole Street, #102 Hilo, HI 96720	981-2860
Kona Office 74-5565 Luhia Street, Bldg. C, Bay 4 Kona, HI 96740	327-4770

## WorkSource Maui

[www.worksourcemaui.org](http://www.worksourcemaui.org)

Maui Office 2064 Wells Street, #108 Wailuku, HI 96793	984-2091
Kaunakakai Civic Center 55 Makaena Street, #4 Kaunakakai, Molokai HI 96748	553-1755

## Kauai \*WorkWise Job Center

[www.workwisekauai.com](http://www.workwisekauai.com)

Kauai Office 3100 Kuhio Hwy, #C-9 Lihue, HI 96766	274-3056
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## HireNet Hawaii

In July 2006, the Department of Labor and Industrial Relations launched an internet labor exchange that will revolutionize the way in which Hawaii job seekers can learn about available jobs, and how Hawaii employers can hire employees. The purpose of this state-of-the art system, called HireNet Hawaii, is to attract a broad range of job seekers, providing a talent pool that possesses the skills employers require. For more information, visit [www.Hawaii.gov/labor](http://www.Hawaii.gov/labor) and click on HireNet Hawaii.

(Credits)

Single mom: image provided by Dreamstime.com

Business team: © Photographer: Phil Date | Agency: Dreamstime.com

Older female: © Photographer: Jaimie Duplass | Agency: Dreamstime.com

Wheelchair: © Photographer: Gustaf Brundin | Agency: istockphoto.com

HireNet Hawaii illustration from [www.Hawaii.gov/labor](http://www.Hawaii.gov/labor)

The Hawaii Workforce Development Council is a private sector-led body responsible for advising the Governor on workforce development to support economic development and employment opportunities for all. The Council is also the State Workforce Investment Board for purposes of the Workforce Investment Act ("WIA") of 1998.

It assists the Governor in developing and updating comprehensive five-year strategic workforce investment plans and oversees public workforce investment activities in the state.

**STATE OF HAWAII  
WORKFORCE DEVELOPMENT COUNCIL  
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS**

830 Punchbowl Street, Room 417  
Honolulu, Hawaii 96813  
Telephone: 808.586.8670  
Facsimile: 808.586.8674  
e-mail: [dlir.Workforce.Council@hawaii.gov](mailto:dlir.Workforce.Council@hawaii.gov)  
Web site: <http://hawaii.gov/labor/wdc/index.shtml>